

ATTACHMENT II

I. During normal working hours

A. Asst to the DCI Mr. Goodwin

Telephone inquiries on FBIS matters received by Mr. Goodwin generally consist of queries from established media concerning different aspects of the FBIS service, i.e. "I haven't received my White Book" or "My White Book is arriving too late, can you do any thing about it?" The practice of Mr. Goodwin's office is to contact FBIS for assistance if required and relay a response back to the original caller in due time. Callers are rarely, if ever, referred to FBIS directly.

B. Legislative Counsel

Queries from members of Congress concerning FBIS, its service, product and activities generally are fielded directly by LEGCO with the assistance of FBIS as required. These calls are fairly numerous but do not constitute a problem. Urgent high-level requests are referred to O/DDI (Exec Staff) for action. Rarely are callers referred to FBIS.

C. Coordinator for Academic Relations

25X1 [ ] receives a fair number of inquiries about the FBIS product, usually by mail. These are referred to the Director FBIS with [ ] yes or no recommendation. Written responses are prepared by [ ]  
25X1 [ ] seldom receives inquiries re FBIS by telephone.

D. CIA Telephone Operator

The normal practice of the CIA switchboard operators when processing calls from individuals who are vague about what they want but want to talk to someone in FBIS or inquire about FBIS, is to put the calls through to the FBIS Administrative Officer. FBIS has given the CIA telephone operator a list of extensions to which callers asking for specific components of FBIS can be referred. Some of these are:

Administrative Officer

FBIS Wire Officer (During After Normal Duty Hours)

Requirements Officer

etc...

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II. After normal working hours

A. Mr. Goodwin does receive calls at home re FBIS service and products. His normal practice is to try to defer action on the call until OOB next working day. If, however, the caller insists on immediate action, Mr. Goodwin refers the call to the State Department Press Room, not to FBIS.

B. Mr. Maury's staff does receive occasional after-hours calls at home. These are generally deferred until OOB next working day where possible. If not possible, the caller is requested to contact the CIA Operations Center, not FBIS.

C. [ ] has never received an after-hours call concerning FBIS at home.

D. The CIA telephone operator refers after-hours callers to the FBIS Wire Officer.